



CITY OF HORSESHOE BAY

APPLICATION FOR UTILITY SERVICES

Customers are required to submit an Application for Utility Service to establish a service account. A refundable application deposit of \$200.00 will be required prior to initializing service. The Security Deposit must be paid prior to connection. Water connection service is provided Monday through Friday from 9:00 a.m. to 3:00 p.m. at no charge. Please complete the following three (3) pages in their entirety and submit by email to clerk2@horseshoe-bay-tx.gov or provide a printed copy to Utility Services Department located at City Hall, #1 Community Drive.

Service Street Address:

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Phone #: _____ Alt. Ph. #: _____

Pool? Yes _____ No _____ Sprinkler System? Yes _____ No _____ Owner _____ Renter _____

Application Date: _____ Start Date: _____

Emergency Contact: _____ Phone #: _____

Applicant Signature: _____

Please Note: This document is a "fillable" form. This means that you can conveniently complete the three (3) page form by simply typing information into a form's displayed fields on your computer. You can then print your completed form, and submit the form to the Utility Service Department via regular mail, fax or in person. Additionally, you may email the completed form to clerk2@horseshoe-bay-tx.gov. If you choose to email the form you must install or have previously installed Adobe Acrobat for Windows or Macintosh. Download links are provided below.

Adobe Acrobat for Windows.



Adobe Acrobat for Macintosh.





CITY OF HORSESHOE BAY

P.O. BOX 7765 Horseshoe Bay, TX 78657 (830)598-8741

SERVICE AGREEMENT

REQUIRED BY TEXAS ADMINISTRATIVE CODE (TAC) TITLE 30 CHAPTER 290

I. **PURPOSE.** The City of Horseshoe Bay (City) is responsible for protecting the drinking water supply from contamination or pollution which could result from improper water and/or sewer plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The City enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the City will begin service. In addition, when service to an existing connection has been changed, suspended or terminated, the City will not re-establish service unless it has a signed copy of this agreement.

II. **PLUMBING RESTRICTIONS.** The following undesirable plumbing practices are prohibited by State regulations.

- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the City's water system by an air-gap or an appropriate backflow prevention device.
- B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
- C. No connection which allows water to be returned to the public drinking water supply is permitted.
- D. No pipe or pipe fitting which contains more than 8.0% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
- E. No solder or flux which contains more than 0.2 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
- F. All connections to the City water system must have plumbing systems in compliance with the current Uniform Plumbing Code and the City's Cross Connection Control Plan.

The provisions of the current Standard Plumbing Code shall apply to every plumbing installation, including alterations, repairs, replacement, equipment, appliances, fixtures, fittings, and appurtenances, when connected to the City's water or sewage system.

A person, firm or corporation shall not install, repair, alter, enlarge, remove, move, improve, convert, or demolish any plumbing system connected to the City's water or sewer system without first obtaining a permit from the City. Ordinary minor repairs may be made with the approval of the City Inspector without a permit, provided that such repairs shall not violate any of the provisions of the adopted plumbing code.

Each connection must have passed inspection by the City authorized Plumbing Inspector to be provided water service.

III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the City and (the Customer) who is responsible for paying for services provided.

- A. The City will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the facilities of the City.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other undesirable plumbing practices or functions. These inspections shall be conducted by the City personnel prior to initiating service and periodically thereafter. The inspections shall be conducted during the City's normal business hours.
- C. The City shall notify the Customer in writing of any cross-connection or other undesirable plumbing practice or functions which has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall at his expense immediately correct any undesirable plumbing practice on the premises.
- E. The Customer shall at his expense, properly install, test, and maintain any backflow prevention device required by the City. Copies of all testing and maintenance records shall be provided to the City.

IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of the Service Agreement, the City shall, at its option, terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

Service Location

Customer's Signature

Date



CITY OF HORSESHOE BAY

REQUEST FOR UTILITY ACCOUNT CONFIDENTIALITY

INSTRUCTIONS: Read all parts of this form and complete it in its entirety.

NAME: _____ PHONE: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

SERVICE ADDRESS: _____

E-MAIL ADDRESS: _____

EMERGENCY CONTACT W/PHONE NUMBER: _____

In accordance with Subchapter B of the Texas State Utility Code Title 4, (TSUC), Texas Codes > Utilities Code > Title 4 > Subtitle B > Chapter 182 > Subchapter B - Confidentiality of Customer Information

A citizen has the right to request confidentiality of certain "Personal Information" on a customer's account record. Personal Information is described as "an individual's address, telephone number, or SS #. Subpart 182.052 *Confidentiality of Personal Information* states the request must be in writing. A customer may rescind a request for confidentiality by providing the City with written permission to disclose personal information.

TSUC Subchapter 182.054, *Exceptions* states that the subchapter does not prohibit the City from disclosing personal information in a customer's account record to: (1) an official or employee of the state, a political subdivision of the state, or the U.S. acting in an official capacity; (2) an employee of a utility acting in connection with the employee's duties; (3) a consumer reporting agency; (4) a contractor or subcontractor approved by and providing services to the utility, the state, a political subdivision of the state or the U.S.; (5) a person for whom the customer has contractually waived confidentiality for personal information; or (6) another entity that provides water, wastewater, sewer, gas, garbage, electricity, or drainage service for compensation.

I hereby request that my "personal information" as described in the paragraph above and as defined in Subpart 182 of the TSUC, be held as confidential information. I have read and understand the information above. I agree to provide the City with a written release should I choose to rescind this document.

_____ Initial here for POA Exception.

POA Exception: I hereby request that my phone number, name and address be released to the Horseshoe Bay POA for publication in the Horseshoe Bay POA phone directory.

Date of Request

Signature of Applicant

RECEIVED BY UTILITY DEPARTMENT ON: _____ DATE RECORDED: _____

SIGNATURE OF UTILITY CLERK: _____

FOR OFFICE USE ONLY

Deposit Amount: \$200.00	Cash: _____	Check #: _____	Credit Card #: _____
Transfer Deposit From Previous Address: _____			
Utility Account #: _____		Tax Account #: _____	
Service Address: _____			
Condo Name: _____		Unit #: _____	
Prior Owner: _____			
Address: _____			
City/State/Zip: _____			
Meter Reading:	Previous: _____		Final: _____
____Water	____Sewer	____Garbage	Make: _____ ____Active ____Inactive
TAX: _____	Date / Initials _____	UTILITIES: _____	Date / Initials _____ Other: _____
Computer: _____		Computer: _____	Meter Number: _____
Statement: _____		Statement: _____	Meter Size: _____
Driver's License #: _____		Date of Birth: _____	